WHAT IS CLAIMED IS:

1.   An intelligence engine, comprising:

a distributor layer operable to communicate with at least one call agent in a telecommunications network, the call agent receiving state-driven information associated with a call between an originator and a termination point; and

a telephony management layer operable to

receive a plurality of stateless requests from the distributor layer;

access a database entry associated with the requests;

spawn at least one request to obtain information associated with the originator and the termination point if necessary to route the call; and

send the information to the call agent to route the call.

2.   The intelligence engine of claim 1, wherein the plurality of requests comprises a routing request, an originating ANI lookup request, and a terminating ANI request.

3.   The intelligence engine of claim 1, further comprising a facility management command and control layer operable to:

receive an indicator signal associated with the call from the network, the call controlled by the call agent;

access a database entry associated with the call agent in response to the indicator signal;

reassign control of the call from the call agent to a second call agent.

4.   The intelligence engine of claim 3, wherein the database entry includes at least one of the group consisting of dispatch group information, dispatch trunk information, and dispatch control information.

5.   The intelligence engine of claim 1, further comprising a customer managed layer operable to:

receive a stateless business request from the distributor layer;

access a database entry associated with the business request; and

associate information from the database entry related to one of the group consisting of billing information and accounts information with the call.

6.   The intelligence engine of claim 1, wherein the database entry includes information associated with one of the group consisting of a visitor's location registry, a home location registry, subscriber information, ANI information, and IMSI information.

7.   The intelligence engine of claim 1, wherein the call comprises data selected from the group consisting of Internet Protocol, voice, video, and multimedia data.

8.   The intelligence engine of claim 1, wherein at least a portion of the database is distributed across the network.

9.   A method for statelessly providing routing data, comprising:

receiving state-driven information associated with a call between an originator and a termination point from at least one call agent by a distributor layer;

receiving a plurality of stateless requests from the distributor layer;

accessing a database entry associated with the requests; and

spawning at least one request to obtain information associated with the originator and the termination point if necessary to route the call; and

transferring the information associated with the originator and the termination point to the call agent.

10.   The method of claim 9, wherein the plurality of requests comprises a routing request, an originating ANI lookup request, and a terminating ANI request.

11. The method of claim 9, further comprising:

receiving an indicator signal associated with the call from the network, the call controlled by the call agent;

accessing a database entry associated with the call agent in response to the indicator signal;

reassigning control of the call from the call agent to a second call agent.

12. The method of claim 11, wherein the database entry includes dispatch group information, dispatch trunk information, and dispatch circuit information.

13. The method of claim 9, further comprising:

receiving a stateless business request from the distributor layer;

accessing a database entry associated with the business request; and

associating information from the database entry related to one of the group consisting of billing information and accounts information with the call.

14. The method of claim 9, wherein the database entry includes information associated with one of the group consisting of a visitor's location registry, a home location registry, subscriber information, ANI information, and IMSI information.

15. The method of claim 9, wherein the call comprises data selected from the group consisting of Internet Protocol, voice, video, and multimedia data.

16. The method of claim 9, further comprising distributing at least a portion of the database across the network.

17.   A communications system; comprising:

a packet network; and

an intelligence engine operable to

    receive state-driven information associated with a call between an originator and a termination point from at least one of a plurality of call agents operable to control the call;

    generate a plurality of stateless requests;

    access a database entry associated with the requests;

    spawn at least one request to obtain information associated with the originator and the termination point if necessary to route the call; and

    send the information to the at least one of the plurality of call agents to route the call.

18.   The system of claim 17, wherein the plurality of requests comprises a routing request, an originating ANI lookup request, and a terminating ANI request.

19.   The system of claim 17, wherein the intelligence engine comprises:

a distributor layer operable to communicate with the at least one of the plurality of call agents and to generate the plurality of stateless requests; and

a telephony management layer operable to

    receive the plurality of stateless requests;

    access the database entry;

    spawn the at least one request; and

    send the information to the at least one of the plurality of call agents to route the call.

20.   The system of claim 17, further comprising a facility management command and control layer operable to:

receive an indicator signal associated with the call from the network;

access a database entry associated with the at least one of the plurality of call agents in response to the indicator signal;

reassign control of the call from the at least one of the plurality of call agents to a second one of the plurality of call agents.

21.   The system of claim 20, wherein the database entry includes at least one of the group consisting of dispatch group information, dispatch trunk information, and dispatch control information.

22.   The system of claim 17, further comprising a customer managed layer operable to:

receive a stateless business request from the distributor layer;

access a database entry associated with the business request; and

associate information from the database entry related to one of the group consisting of billing information and accounts information with the call.

23.   The system of claim 17, wherein the call comprises at least one selected from the group consisting of Internet Protocol, voice, video, and multimedia data.

24.   The system of claim 17, wherein at least a portion of the database is distributed across the network.

25.   A method for managing a packet network, comprising:

receiving an indicator signal associated with time-sensitive data traffic in a network, the traffic controlled by a call agent;

accessing a database entry associated with the call agent in response to the indicator signal; and

reassigning control of the data traffic from the call agent to a second call agent.

26.   The method of claim 25, further comprising selecting the indicator signal from one of the group consisting of a keepalive signal, a congestion indicator, a failure indicator, and a malfunction indicator.

27.   The method of claim 25, wherein reassigning comprises changing the database entry from an IP address associated with the call agent to a second IP address associated with the second call agent.

28.   The method of claim 25, wherein accessing the database comprises accessing at least one table.

29.   The method of claim 25, wherein the database entry includes at least one of the group consisting of dispatch group information, dispatch trunk information, and dispatch control information.

30.   The method of claim 25, further comprising selecting the data traffic from the group consisting of Internet Protocol, voice, video, and multimedia data.

31.   A system for managing a packet network, comprising:

a database; and

a distributor layer operable to

receive an indicator signal associated with time-sensitive data traffic in a network, the traffic controlled by a call agent;

access an entry in the database associated with the call agent in response to the indicator signal; and

reassign control of the data traffic from the call agent to a second call agent.

5

32.   The system of claim 31, wherein the indicator signal is selected from one of the group consisting of a keepalive signal, a congestion indicator, a failure indicator, and a malfunction indicator.

10   33.   The system of claim 31, wherein the distributor is further operable to change the entry from an IP address associated with the call agent to a second IP address associated with the second call agent.

34.   The system of claim 31, wherein the entry comprises at least one table.

15

35.   The system of claim 31, wherein the entry includes at least one of the group consisting of dispatch group information, dispatch trunk information, and dispatch control information.

20   36.   The system of claim 31, wherein the data traffic is selected from the group consisting of Internet Protocol, voice, video, and multimedia data.